



Service Desk Pricing

Cloud Support

The following table provides the costs associated with the Service Desk Services

Device Type	Up to 500 users	Up to 1500 users	Over 1500 users
Service Desk 8am to 6pm Monday to Friday	£35.00	£30.00	£25.00
Service Desk 24/7 Helpdesk Uplift	£12.50	£10.00	£10.00
CMDB	£1.50	£1.50	£1.50

All costs are per user per calendar month except for CMDB which is based on registered devices.

Device Type	Price per month
Dedicated Monthly Continual Service Improvement Programme Meetings	£875.00
Dedicated Monthly Account Management Meetings	£875.00
ITSM access by buyer SDM or 3rd party agents	£75.00 per named user
CMDB per device	£1.00
Ongoing Service Catalogue Development	£650.00

All prices are excluding VAT